



POLICY, FINANCE AND ADMINISTRATION COMMITTEE

PARKSIDE, STATION APPROACH, BURTON STREET, MELTON MOWBRAY

6 FEBRUARY 2017

Present:-

Councillors P.M. Posnett (Chair), R. de Burle, M. Glancy, T. Greenow, J.T Orson, J.B. Rhodes, J. Wyatt, E. Holmes.

As Substitute:-

Councillor P. Chandler for E. Hutchison

Chief Executive, Strategic Director (KA)
Head of Central Services, Head of Communities and Neighbourhoods,
Manager of HR and Communications, Committee Support Officer (KW)

P65. APOLOGIES FOR ABSENCE

Apologies were received from Councillors L. Higgins and E. Hutchison.

P66. DECLARATIONS OF INTEREST

Councillors Posnett, Rhodes and Orson declared a personal interest in any items relating to Leicestershire County Council due to their positions as County Councillors.

P67. MANAGING DEMAND – INVEST TO SAVE

The Strategic Director (KA) submitted a report to seek approval from Members for a proposal to develop further ongoing work in managing demand over the next two years with the ultimate aim being to generate further savings.

The Strategic Director (KA) presented the report and explained that the savings target of £200k can be realised through improved productivity and this report focused on managing the demand side. The significant proportion of the demand comes from people who interact with the Council multiple times over the course of the year. Analysis has been completed and of the top 100 customers who contact the Council multiple times, they collectively owe £87k, this suggests that their circumstances need changing and they require support to enable them to live independently or they will continue to keep contacting the Council. The Strategic Director (KA) highlighted Appendix A and explained how the document details how this demand can be managed. The Strategic Director (KA) explained that since 2015 the demand is reducing, however it is proposed that a framework is put into

place to monitor the contacts and allow the savings to be cashed in.

A Member questioned if the allowance of 85% Council Tax Support will increase demand. The Strategic Director (KA) speculated that this would not have much of an impact; however the profiling conducted has not drilled down into that level of detail.

A Member requested clarification on the initiatives stated in paragraph 3.6. The Strategic Director (KA) clarified that the initiatives in paragraph 3.6 have had investment through the Senior Customer Service Advisors who work with the customer looking at their issues, and reasons for their regular contact, in order to manage the demand.

A Member stated that he would have preferred to have seen more detail around the direct employment by the council or procurement of a service options which are identified in paragraph 5.2. It was clarified that all options will be investigated fully by Officers to determine the best route to take.

All recommendations were moved by Councillor Orson and Councillor Glancy Seconded.

The motion was carried by a majority vote.

RESOLVED that:

- 1) the proposal as outlined at Appendix A, be approved.
- 2) £65k be allocated from the Spending Pressure Reserve as an invest to save to support the implementation of the proposal.
- 3) Officers investigate the best route to secure additional capacity to support the proposal and ensure that there is no detriment to the Council and that proper HR and procurement routes be followed.
- 4) regular reports on progress be presented to the Transformation and Efficiency Board.

P68. **URGENT ITEMS**

There was no urgent business.

EXCLUSION OF THE PUBLIC

RESOLVED that the Public be excluded during the consideration of the following item(s) of business in accordance with Part 1 of Schedule 12A of the Local Government Act 1972 (Access to Information: Exempt Information) under Paragraphs 1, 2 and 3.

P69. **COMMUNITIES AND NEIGHBOURHOODS SENIOR OFFICER (PEOPLE) RESTRUCTURE**

The Head of Communities and Neighbourhoods submitted a report to seek Members' approval of the Communities and Neighbourhoods (People) restructure

following a review of the senior officer establishment.

RESOLVED that the recommendations within the report, be approved.

P70. **COMMERCIALISM PILOT**

The Strategic Director (KA) submitted a report to inform Members of the progress on the Commercialism Pilot.

RESOLVED that the recommendations within the report, be approved.

P71. **SENIOR MANAGEMENT REVIEW**

The Chief Executive submitted a report to review senior management arrangements. The report also made proposals for the processes the Council should follow in relation to implementation of the outcomes of the review.

RESOLVED that the recommendations within the report, be approved.

The meeting which commenced at 6.30 p.m., closed at 7.30 p.m.

Chair